GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:4006
ANSWERED ON:20.08.2001
INSTALLATION OF COIN BOX TELEPHONES
AKHILESH SINGH

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Mahanagar Telephone Nigam Limited (MTNL) Delhi approved PCO/STD/ISD booth operators are charging Rs. 3 to per call by installing ordinary telephone set instead of the coin box telephone;

(b) if so, the number of cases noticed in this regard;

(c) whether it is obligatory for the booth operators to show names and telephone numbers of vigilance officers and other officers on a board;

(d) if so, whether such instructions are not being complied; and

(e) if so, the action being taken by the Government against the operators charging extra money to comply the instructions strictly and install coin boxes at public booths?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) Some complaints have been received regarding over charging by PCO operators in MTNL Delhi only.

(b) 86 cases have been noticed from 1/8/2000 to 31/7/2001.

(c) PCO booth operators have to display the name and telephone numbers of the Area Assistant Vigilance Officer.

(d) In some cases, such instructions are found not implemented. Such franchisees are again asked to implement these immediately. The area GMs have been asked to make adherence of these instructions obligatory through amended agreements with franchisees.

(e)
(i) All complaints received in Mahanagar Telephone Nigam Limited (MTNL) Headquarters are investigated.

(ii) Occasional surprise checks of PCO booths are carried out.

(iii) Regular inspection of PCO booths by field staff has been introduced.

(iv) At present, local PCOs are being installed with CCB instruments.

(v) Steps are being taken to replace existing push button type PCOs with CCB type in a phased manner.